

Installation:

We recommend that users use the [aescrpts manager app](#) to automate the installation and registration process. About half the errors listed in the FAQ are avoidable by doing this. Alternatively, you can install the plugin manually in the following locations and register the plugin inside After Effects:

Windows

Program Files\Adobe\Adobe After Effects <version>\Support Files\Plug-ins

Mac

Applications/Adobe After Effects <version>/Plug-ins/

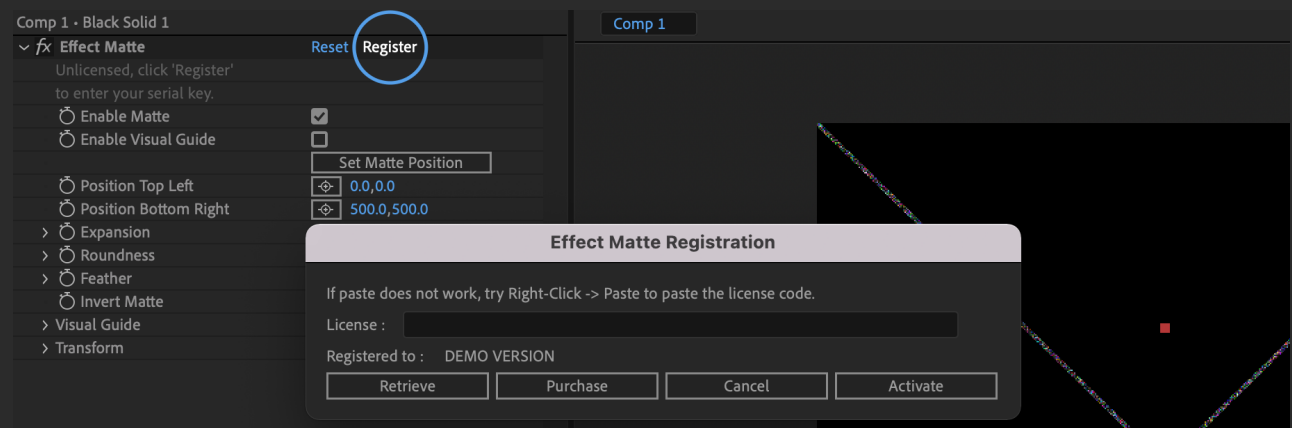
Frequently Asked Questions

I have a problem that's not listed in the FAQ

If you have a problem that's not listed here or experience any other issues, please submit a [support ticket](#) on aescrpts and we will do our best to resolve the issue as soon as possible.

Please include your system specs, software versions (OS, AE, plugin) and if applicable, steps to reproduce the error. Screenshots, screencaptures and example project files are invaluable for us to track down the cause of the issue. Note we are located in Australia so our timezone is generally inverted.

Why is there a giant ugly X?



This is the unregistered watermark. To register automatically, you can use the aescrpts manager app. Alternatively, click Register inside the Effects Control Window and enter your serial.

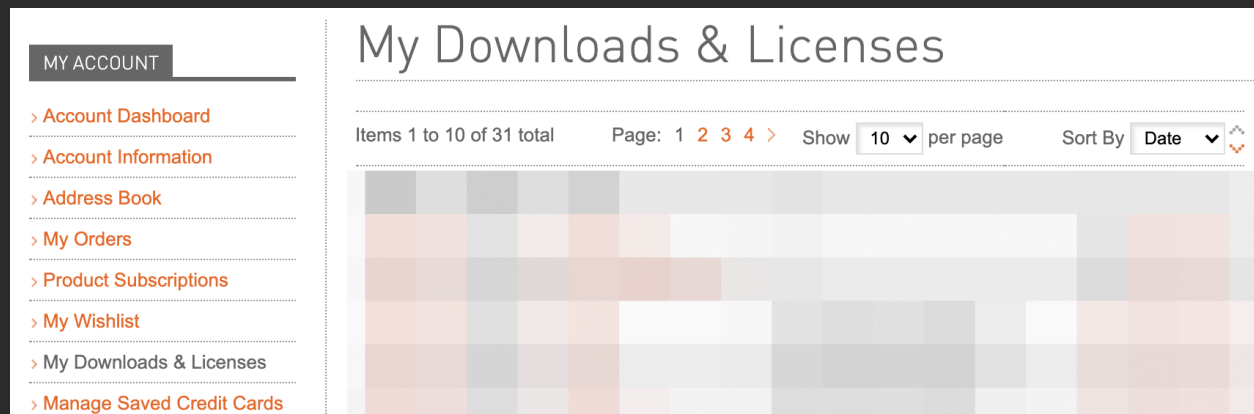
I registered but there's still a large X over my render?

If the plugin is saying it's successfully registered but your render still contains the watermark X, the following steps can resolve this issue in 99% of cases:

1. Purge all disk caches (Edit > Purge All Media & Disk Cache). Then restart After Effects (as well as Adobe Media Encoder if you're rendering with that).
2. Download the aescrpts manager app where you can deactivate/reactivate all licenses, and after that repeat step 1

Where's my serial key?

If you bought the product from aescrpts, you can find the serial key in your account dashboard under My Downloads and Licenses (it's not emailed to you).

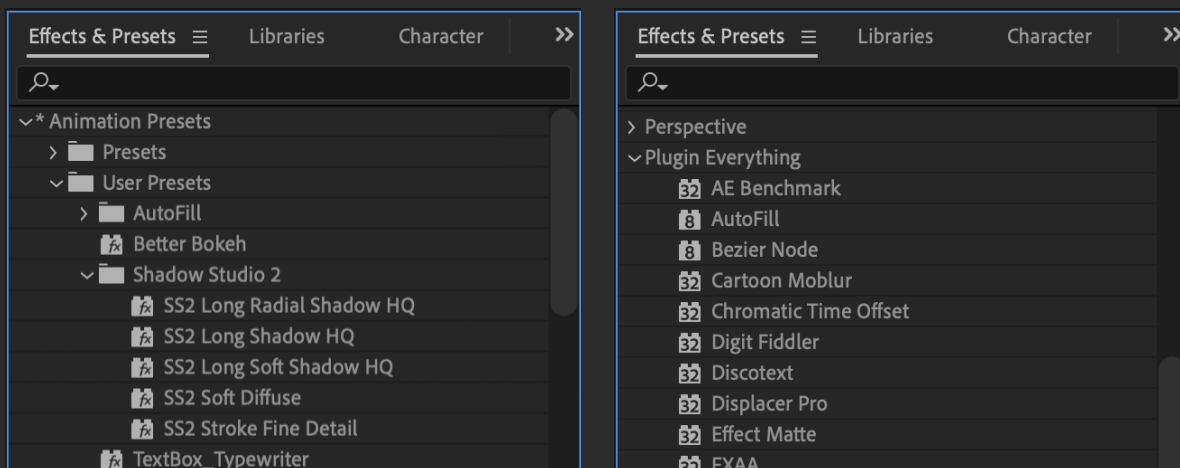


Error: Invalid License (-1)

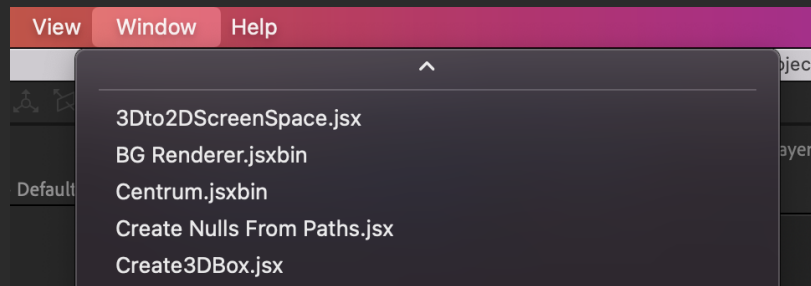
If you copied the serial key from the internet or another application, sometimes incorrect formatting can be applied. To resolve this, paste it as plain text in a web browser or note taking application, then copy that and paste it into the registration. If the issue persists, try licensing using the [aescrpts manager app](#). If the issue still persists, open a [support ticket](#).

Where is the product inside After Effects?

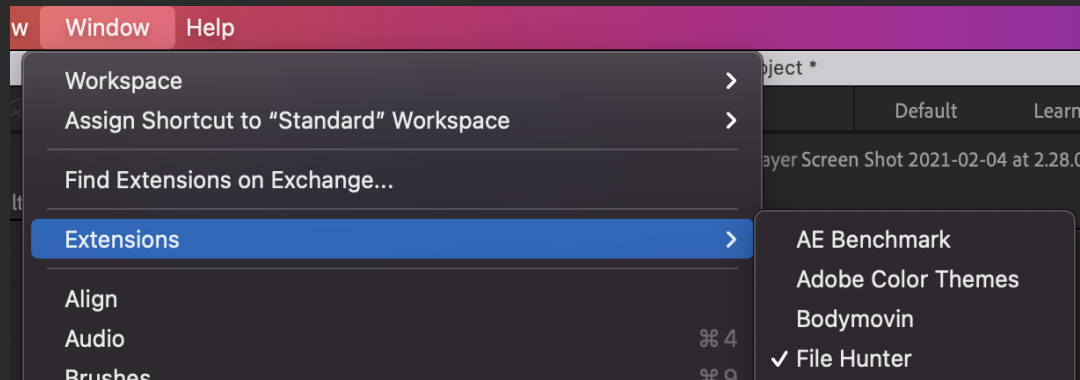
Plugins & Presets (.aex, .plugin, .ffx) are located in the Effects and Presets window:



Scripts (.jsx, .jsxbin) are located at the bottom of the Window menu:



Extensions (.zxp) are located at Window > Extensions:



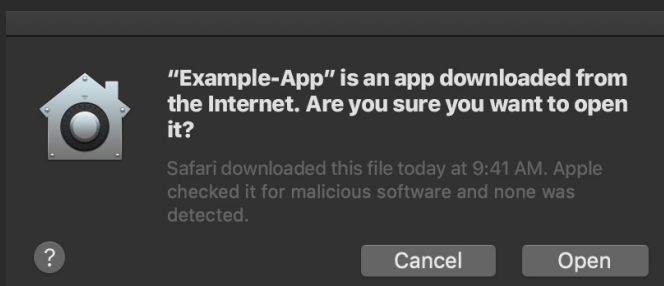
Error: Invalid Filter (25::3)

This error is usually caused when installation has been corrupted (either by the copy/paste action not working or permission issues such as firewalls, remote desktop connections). For example, sometimes dragging the file into the installation directory can make a shortcut instead of actually copying the file. Troubleshooting steps:

1. Check that the installed file is a reasonable size. If it's suspiciously small (less than 10kb) it's likely that the copy/paste action failed. Try again as the administrator, or try step 2.
2. Uninstall the plugin, then reinstall using the aescrpts manager app and restart the host application/s (After Effects, Adobe Media Encoder).

Windows only: If you're using remote desktop and have an Nvidia GPU, download and install [Windows Remote Desktop Accelerator](#) (Nvidia account required) on the slave machine.

Mac: "Plugin was downloaded from the Internet"



We notarized all our products with Apple to ensure they're malware-free. If you see this message, you can generally fix the issue by [allowing the permission](#) inside System Preferences. Alternatively, these permission issues can be resolved by installing using the aescrpts manager app.

After Effects crashed while using the plugin

Open a [support ticket](#) providing the steps you used to produce the crash as well as your current system specs and software versions (OS, AE, plugin version). Our first step in diagnosing and fixing these issues is to reproduce the same error on our end. Example project files, screenshots and screen recordings are very helpful.



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